

ABSTRACT

A system (140) aids in the tuning of one or more speech applications. The system (140) may receive event data associated with multiple user interactions with one or more speech applications and store the event data in a database (310). In a real time mode, the system (140) may receive a request for information, retrieve event data from the database (310) based on the request, formulate a response to the request using the retrieved event data, and present the response to aid in the tuning of the one or more speech applications. In a periodic mode, the system (140) may periodically analyze the event data to identify potential problem areas, generate results of the periodic analyzing, and present the results to aid in the tuning of the one or more speech applications.